



Norfolk Police Division

2020 Annual Report



It is the mission of the Norfolk Police Division to provide effective and efficient law enforcement services to the community through a cooperative effort between the Division and the citizens of Norfolk for a high quality of life.

A Message from the Chief

It is an honor to present this year's annual police report. As always, last year was filled with challenges and changes. As with every division within the city, COVID-19 was an influential factor in our daily operations through the year. The pandemic and need to adjust had impacted multiple aspects of our daily activities. Call volume was down and our ability to be involved in community outreach was significantly reduced. While we continued to answer all calls for service, the manner in which we engaged the public was adjusted to reduce the risk to both the citizens and staff. This included the responding officer making phone contact with the caller prior to responding when possible. This allowed the officer to obtain necessary information and often arrange to meet outside instead of entering residences unless necessary as part of the investigation. Social distancing and masks were used when appropriate and possible. Due to the nature of our work, this was not always possible when dealing with combative suspects. Officers recognized the risks of COVID, while completing their task to protect the citizens in the community.



We continue our effort to fill vacant officer positions, this has proven difficult in Norfolk, just like across the country. In 2020, we were able to hire two qualified candidates and begin their training process. The process will continue into 2021 in hopes of filling several additional vacancies.

To streamline the process of animal licensing in the community, Norfolk Police integrated the process at the police station. Part of the process had previously been handled by Norfolk City Offices. By handling the entire process at the police station, citizens can complete their animal licensing and impound processing at one location. This also improves the availability and accuracy of the animal records.

Norfolk Police were heavily involved in developing and implementing the registration and licensing of Utility Type Vehicles (UTVs) on Norfolk City Streets. By the end of 2020, Norfolk Police inspected and registered 93 UTVs.

Unfortunately we had two homicides in 2020. Norfolk Police are well trained and equipped to handle these situations. NPD is the lead investigating agency for this type of case, coordinating with other surrounding agencies for major case investigation and conclusion.

It is through the hard work and dedication of the men and women of the Norfolk Police Division that Norfolk continues to be a safe community. They dedicate themselves to protect and serve the people of our community, regardless of the circumstances, including the current pandemic. This too is only possible by continuing to build relationships through the businesses, neighborhoods and area law enforcement agencies.

Overall, criminal reports decreased by 6.64% compared to 2019. Total calls for service decreased less than 2.2%. Citations and arrests increased by 2.94%. The top five calls for service that officers responded to included disturbances, theft, drug related, criminal mischief, and child abuse. In total, NPD officers responded to 18,746 calls for service, which is 4.39% lower than last year. The reduction in calls is likely an effect of COVID-19.

Continuing officer education and ongoing training is imperative to the success of the NPD. The State of Nebraska requires ongoing training to maintain an officer's law enforcement certification. The NPD ensures their officers meet these mandated hours as well as additional trainings to provide proficiency in their law enforcement ability. NPD is fortunate to have dedicated officers who are willing to maintain instructor level certifications and assist in providing trainings for new and veteran officers alike.

As we push into the next year, we will continue to provide all the services the community expects of us. We are continually striving to improve the quality of our training and services we provide. We will continue to expand our cooperative efforts with other law enforcement agencies, and look for new, better and innovative ways to serve our community.

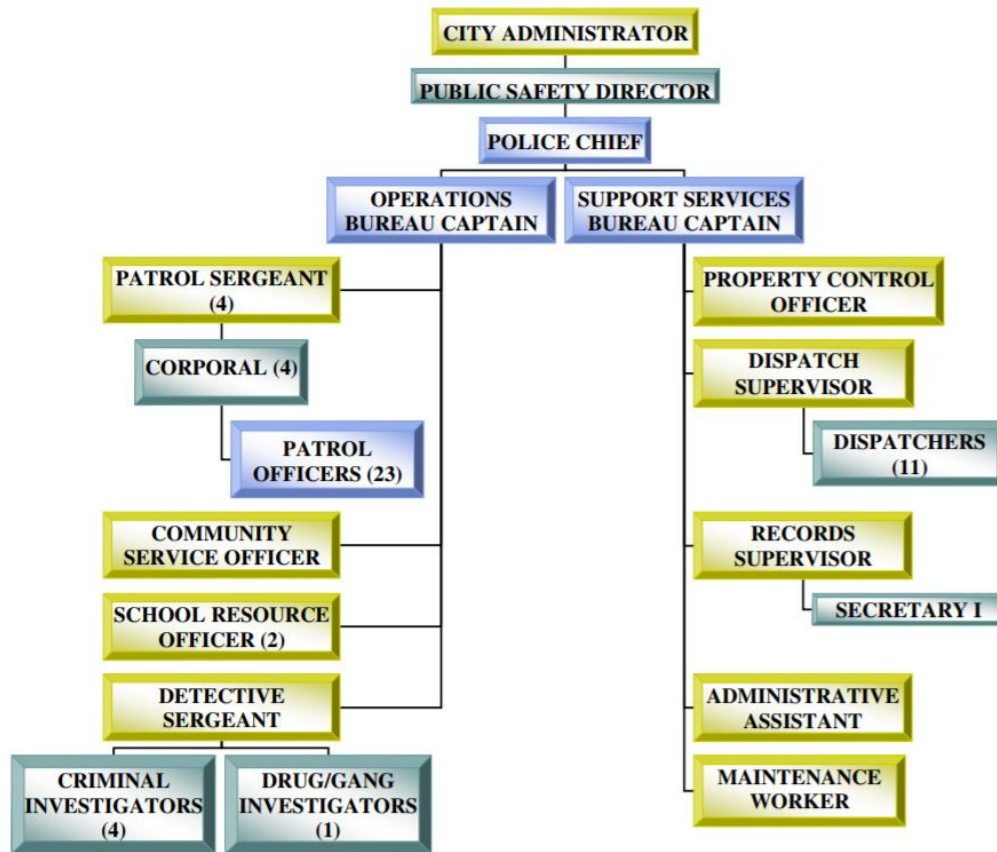
As Norfolk continues to grow, we are working with elected officials and business owners to evaluate how we need to adjust or expand to meet those needs. We are very excited about future possibilities in the growing Norfolk Community and proud to be part of that development!

We would like to thank all of Norfolk's elected officials as well as the citizens of Norfolk for their ongoing support. The Division continually works towards reducing crime, building community trust, and supporting a high quality of life for our community.

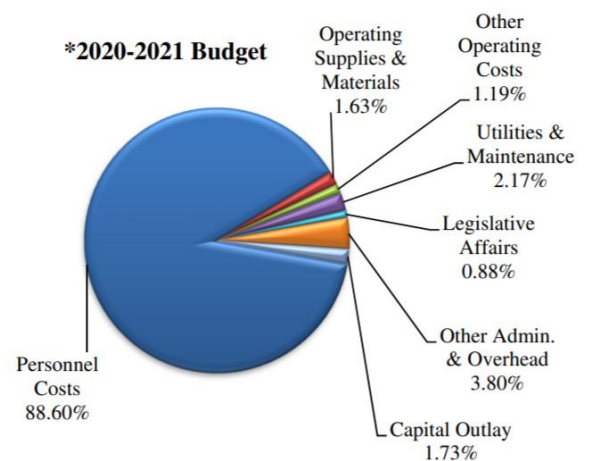
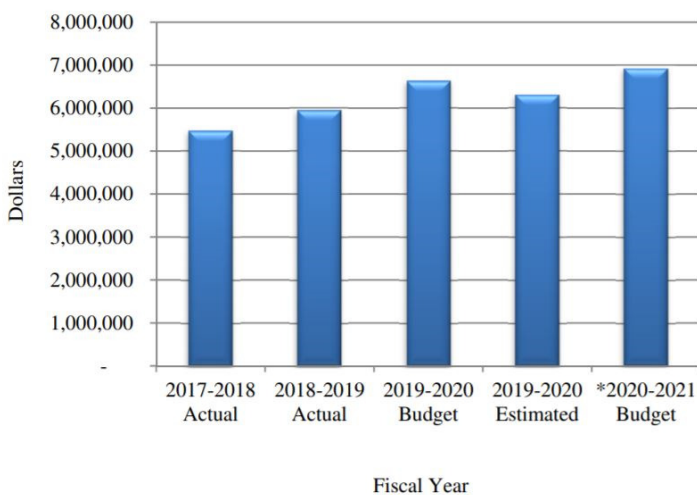
In the pages that follow, the specific activities and supportive data will demonstrate the breadth and depth of our work.

Respectfully submitted,

Chief Don Miller



Expenditure History



Operations Bureau



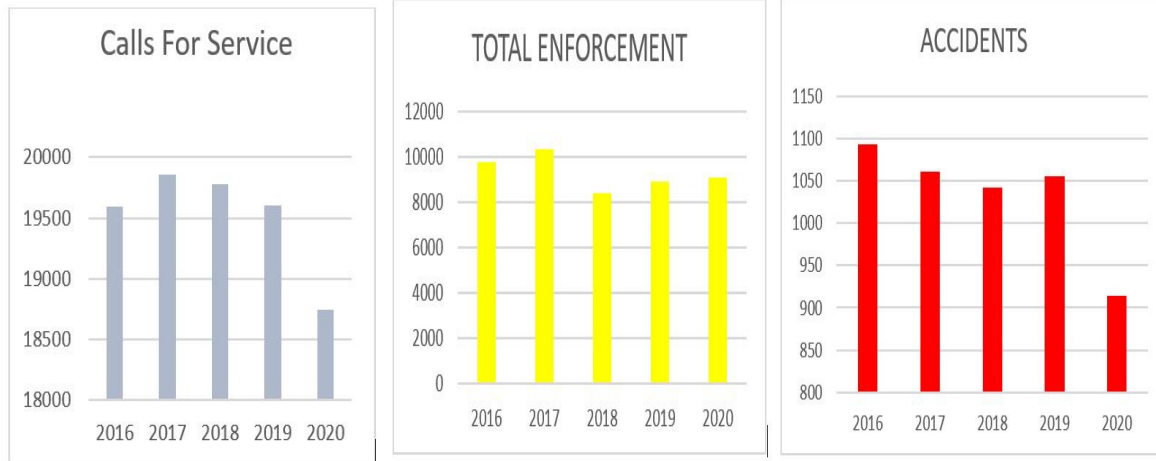
Captain Chad Reiman commands the Police Division's Operations Bureau. The Bureau is responsible for the uniform patrol shifts, criminal investigation unit, school resource officers, community service officer, police service dog, tactical response team, accident investigation team and honor guard team. These services are provided 24 hours a day. He is also responsible for planning and coordinating patrol responsibilities during various events and working with the community on parking and traffic issues.

Uniform Patrol

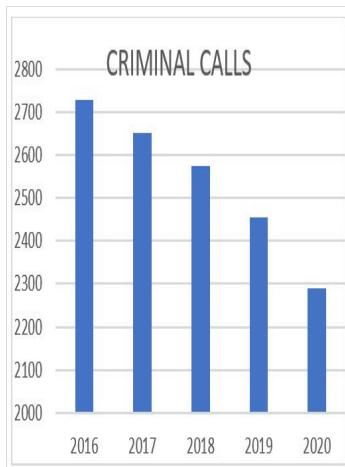
Uniform patrol provides the initial response to the vast majority of calls for service received by the Police Division. It is comprised of four shifts that work 12-hour rotations. Each shift is commanded by a sergeant and assisted by a corporal. Patrol officers are responsible for handling all the daily calls for service and initial response to criminal matters. They also handle traffic control for special events, such as parades,



organized runs, funeral escorts and other events. When not handling a call for service, officers patrol their assigned area of the city. During 2020, the Police Division responded to 18,746 calls for service, of which 2,291 were crime-related and 2,288 were traffic-related. Officers investigated 914 traffic collisions. There were no traffic fatalities in 2020. Officers issued 6,796 citations for traffic, parking, warnings and vehicle defects.



Criminal Investigations Unit

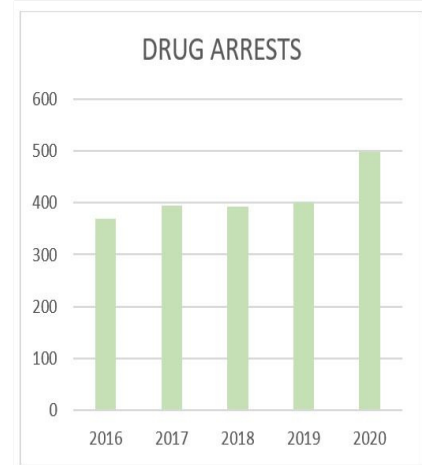


Major and complex cases are turned over to the Criminal Investigations Unit, which is commanded by Sergeant McCarthy. The detectives maintain an “on call” rotation allowing one to be available to assist with investigations 24 hours a day. During 2020, criminal investigators were assigned 282 cases for investigation.

The Police Division is an associate agency for the Nebraska Internet Crimes Against Children (ICAC) Taskforce that is spearheaded by the Nebraska State Patrol. The Investigations Unit is responsible for following up on cyber tips from the National Center for Missing and Exploited Children and conducting forensic exams of cell phones, computers and digital media. In addition to performing

examinations for our own cases, this service is provided to area law enforcement agencies. During 2020, the unit examined 51 devices for several state, county and local agencies. The Investigations Unit also has one of the current investigators assigned to the Nebraska Attorney General’s Joint Human Trafficking Task Force.

The Norfolk Police Division has one full time drug investigator assigned to the SNARE Drug Task Force. SNARE is a consortium of 12 agencies covering an eight-county area. During 2020, the SNARE Drug Task Force initiated 53 cases, of which 79% (42) involved methamphetamine. SNARE investigators arrested 27 individuals. There has been an increase in the availability of cocaine, LSD and diverted prescription drugs. Opioids are the most prevalent diverted prescription drug, followed by sedatives. In addition, NPD officers arrested or cited an additional 497 individuals for various drug violations.



Community Service Officer



The Community Service Officer (CSO) is the only civilian officer on patrol. The CSO is primarily responsible for animal control and parking issues, but also assists with towing vehicles, delivering correspondence and other tasks that do not require a sworn officer to complete. During 2020, the Police Division received 1,083 animal complaints and 918 parking violations, many of which were handled by the Community Service officer.

School Resource Officer

The School Resource Officer Program (SRO) has been very effective at building relationships and working with kids in the Norfolk Public School System. Their involvement often prevents the students from become involved in the criminal justice system. We have one SRO who maintains an office and works primarily at the High School. A second SRO maintains an office at the Jr. High School and also assists at the Middle School and grade schools as needed.

The SROs handle criminal cases, traffic incidents, and provided supervision before school, after school, between classes, during lunch periods and during many sporting events. They assist other officers with various incidents and investigations involving students. They provided programs on search and seizure, due process/Miranda, executive branch of government, code of conduct and law enforcement careers. They also attend school



extra-curricular events (athletic and social) outside the normal school day. They work with school staff and other organizations in the community to make proper referrals to assist with student needs. In addition to their regular duties, the SROs are members of several groups and committees including the School Crisis Response Team and the Senior High SCIP Team (School Community Intervention & Prevention). They regularly participate in a variety of administrative and criminal justice-related meetings. During 2020, despite the COVID restrictions, the SROs were involved in 1850 student interventions. This also included 88 cases resulting in the issuance of 41 citations. The SROs also did 611 home visits during remote learning in the spring of 2020.

The SROs have become fixtures in the schools and have become mentors to many students. During the spring of 2020, Norfolk Public Schools were doing remote learning because of COVID. During that time the SROs helped with a variety of extra duties. Some of these duties included doing home visits to check on students' welfare, deliver assignments, and encourage them to get on the computer and continue their studies via remote learning. They also helped with food handouts one day each week. This provided a week's worth of lunches for students in each family that came to pick them up. At the Sr. High, an average of 2,500 meals were handed out each week. The SROs also helped with taking care of and returning students' property that had been left behind at the schools when students were dismissed from in school learning and were not able to return.

Police Service Dog



The Division is allocated one police service dog that was trained in tracking, evidence recovery, handler protection and suspect apprehension. After 9 years of dedicated service, our police service dog "Rico" was retired at the beginning of 2020, with the help of a nonprofit organization, Gizmo's Gift, Rico was able to retire and relocate to a new home on the east coast. The new owner is a military service member. The plan was to replace Rico in 2020. Unfortunately, Covid has

made qualified new police service dogs currently unavailable. Once restrictions are lifted and dogs become available, Norfolk Police will again utilize the services of a police K-9.

Specialized Teams

In addition to their normal responsibilities, some officers are selected to become members of specialty teams. Each of these teams require additional time, training and commitment in order to properly perform the duties required.

The 11 man Tactical Response Team is trained to respond to critical incidents such as high risk warrant service, hostage negotiation and rescue, barricaded subjects and special event details. The team trains regularly in tactics, weapons use, negotiations and chemical munitions.



In 2020, the Norfolk Police Division and the Madison County Sheriff's Office tactical teams began training together as the first step in the process of joining their tactical response teams. The combined team will consist of officers from both law enforcement agencies. This will help with manpower and equipment needs for both agencies and save taxpayer funds. The team will respond to any incidents in Madison County that would require a response from the team with specialized training. It is expected to be formally combined in mid-2021.

The Accident Investigation Team is trained in major accident investigation and reconstruction. They are called to investigate accidents that involve serious bodily injury, death or significant property damage. They are trained in the use of specialty equipment used to recreate scale diagrams of the accident and surrounding area. The team is available to assist Nebraska State Patrol and other agencies on serious and fatality collision investigations.





The Honor Guard is trained to represent the Police Division at public events such as parades, public presentations and funerals. The Honor Guard is made up of eight uniformed officers.

Support Services Bureau



The Police Division's Support Services Bureau is commanded by Captain Mike Bauer. The Support Services Bureau is responsible for the Enhanced 911 Dispatch Center, Records Unit, evidence/ property control, training, property maintenance, fleet management, jail management, budget, and purchase review.

Enhanced 911 Dispatch Center

The Enhanced 911 Dispatch Center is supervised by Dispatch Supervisor Mancini and is staffed by a team of eleven trained Dispatchers. They are responsible for receiving, prioritizing and sending an appropriate response to each call for service that is received. The Center is equipped with a computer-aided dispatch system, an Enhanced 911 call-taking system and a GIS mapping system. It also has a Nebraska Law Enforcement Teletype System terminal, which allows immediate access for criminal history, driver's history, wants and warrants and vehicle registration information.

The Center is responsible for answering all non-emergency and emergency 911 landline and cellular phone calls from the Norfolk area.

The Center provides full dispatching services to the Norfolk Police Division, Norfolk Fire Division, the Stanton County Sheriff's Office and the Village of Hoskins Fire Department. It also provides 911 and dispatching services to portions of three counties and a number of rural fire districts.

In addition, dispatchers also assist Records with data entry and serve citizens when Records is closed. During 2020, the center received 8,406 emergency 911 calls and 42,531 non-emergency calls. Both are slightly lower than in 2019.



The 911 Communication Center is a designated Public Safety Answering Point (PSAP) and as such, is one of a number of National Warning System (NAWAS) points designated by the Federal Emergency Management Agency to receive warning information concerning natural and technological disasters. It is responsible to forward severe weather notifications to surrounding PSAPs on the Troop B Region Operations Commons radio talkgroup. The Center also monitors severe weather and activates the warning sirens for local tornados.

During 2020, the City of Norfolk and Madison County began the formal process of joining our two dispatch centers. This consisted of establishing a formal governing board and monthly meetings to work out the extensive details necessary to join the two centers. The new combined dispatch center will be housed within the Norfolk Police Division and is expected to be operational in late 2021.

Records Unit

The Records Unit is managed by Records Supervisor Beckman and a records secretary. They are responsible for transcribing, filing, copying and retrieving all Division reports and records. They also compile administrative reports at the direction of the Chief of Police or the Bureau Commanders. Records staff run criminal history checks, process handgun certificate applications, forward arrest and citation information to the prosecutor, process towed vehicle releases, issue licenses to UTVs, handle animal licensing, animal impound and release paperwork, and serve citizens during regular business hours. During 2020, they processed 526 gun permits for Norfolk citizens, a 75% increase over 2019.

Training

The Support Services Bureau Commander is responsible for coordinating all Division training. This consists of initial training (new hires), in-service training and maintaining the training records.



chosen pins the badge on their uniform for the first time.

New officers attend a 6-week initial training session instructed by various Division personnel. The training includes handgun and patrol rifle certification, defensive tactics, Taser certification, ethics, policies and procedures, report writing, accident investigation, traffic stops, emergency vehicle operations, and crisis intervention. At the end of the training, the Division hosts a graduation ceremony, during which the recruits take their oath of office and receive their badges. Someone they have

Following the initial training, the officers attend law enforcement officer basic certification training at the Nebraska Law Enforcement Training Center in Grand Island. The course lasts sixteen weeks. Upon graduation, they receive their state certification to be law enforcement officers.

The officers are then assigned to a Field Training Officer for approximately three months. The training officer will explain how duties are performed, demonstrate how duties are performed, and then observe the officer performing the duties. The training officer completes a daily evaluation of the officer, rating the officer in a number of areas. Upon successful completion of the Field training Program, the officer is assigned to a patrol shift.

Division personnel continue to receive in-service training during the course of their careers. The Division utilizes professional instructors from both existing staff and outside sources, video training, web-based training and formal off-site training to keep personnel proficient in the performance of their duties. Due to their work schedules, patrol officers have six hours available every four weeks that is used to provide in-service training. The Division utilizes this time to provide mandated training, such as firearms and pursuit driving and to maintain certifications, such as defensive tactics, Taser, and CPR.

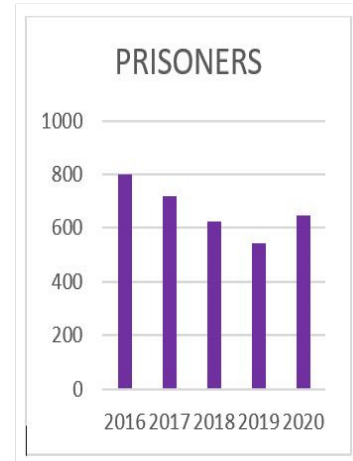


Most of this training is accomplished without any overtime. Additionally, the Division provides guest instructors to NLETC to assist with new officer basic training sessions.

City Jail

The Police Division houses the city jail. The jail contains four cells, each designed to hold one subject at a time. The jail is considered to be a 24-hour holding facility and is inspected by the State of Nebraska annually. The facility was found to be in full compliance during the most recent inspection. All persons who are arrested and jailed must have either posted bond or be transferred to another jail facility within 24 hours of their arrest. Prisoner transfers are performed each morning by the Madison County Sheriff's Office.

There were 649 prisoners confined during 2020 in the Norfolk City Jail. This is almost a 20% increase over 2019. Prisoners are brought into the facility through the sally port and then through an electronically-controlled outer perimeter security door controlled by dispatch. The facility has a booking and staging area, mug shot room, intoxilyzer room and interview room. The arresting officer and a supervisor are responsible for booking the prisoner into the jail. The dispatchers and patrol supervisors are responsible for regular jail checks and daily prisoner management. The booking process consists of fingerprinting and photographing prisoners, completing jail admission forms, evaluating medical history and needs, and documenting property brought in by the prisoner. Male and female prisoners are held in the facility, but are housed in separate sections. Juveniles are not held in the jail.



Evidence / Property Unit



The Property Officer is a civilian position and is responsible for the care and custody of evidence and recovered property until it can be returned to the owner or disposed of properly. They maintain the chain of custody for all evidence and occasionally are required to provide testimony in court. Another responsibility is managing the Prescription Medication Take-Back Program drop box located at the Police Division. During 2020, over 363 pounds of prescription medication was received and properly disposed of.

Property Maintenance

The Support Services Bureau Commander oversees the maintenance and repair of the police facility and the inventory, maintenance and repair of all Division vehicles and equipment.



Budget and Purchasing

The Support Services Bureau Commander is responsible for the initial draft of the Division's annual budget. Under his oversight, the Administrative Secretary purchases equipment, uniforms and office supplies.

Community Outreach



Every officer in the Division is responsible for community service and police/community relations. Officers are often detailed to participate in activities designed to assist or inform the public, including presentations to civic groups, college groups and within the school systems. The Division is service-oriented and depends upon the support of and input from the community. During 2020, Division personnel gave significantly fewer

presentations than years prior. Due to COVID restrictions, the ability for the officers to be involved with outreach efforts were very limited. This includes the cancellation of two of our biggest events, the Landon Bos Bike Rodeo in May and National Night Out in August.

Conclusion

Despite the challenges of 2020, all the staff stood up to meet each challenge and continued to do their duties every day. All of our staff are very committed to the safety and security of our community, its citizens and businesses.

As we look forward at 2021, we are hoping to move to the new normal where we can increase our casual community contacts. We will be completing our merger with the Madison Sheriff's dispatch center. This will be housed in the Norfolk Police building, after some renovations to make room for the additional equipment and staff. We will formally join the Norfolk Police and Madison Sheriff tactical units to more effectively and financially serve our county.

We are proud to be part of a wonderful growing community, and honored to do our part to keep Norfolk a safe place. We are grateful for the support we receive from our citizens and elected officials in fulfilling that role. The Police Division is filled with high quality, well-trained men and women, who will continue to meet the challenges presented, by striving to accomplish our mission:

It is the mission of the Norfolk Police Division to provide effective and efficient delivery of law enforcement services to the community through a cooperative effort between the Division and the citizens it serves for a high quality of life.

